

September 22, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/12/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

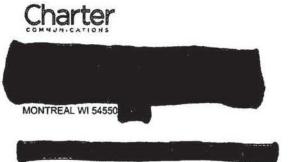
Welcome to a bigger, faster, more powerful world!

-Your services have been upgraded to the new Charter Spectrum™ Triple Play at no cost to you. Watch over 200 available HD channels in mind-blowing clarity, surf with double the Internet speeds starting at 60 Mbps and call with advanced, reliable Voice service. Just sit back, relax and enjoy. To learn more, visit

charter com/spectrum . Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Specirum



September 22, 2014

Account: Phone Number: Service at

MONTREAL WI 54550-

Total Due by 10/12/14

Amount you are enclosing

\$

September 22, 2014 Account: Phone Number: Security Code. Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/12/14

#### Charter News

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

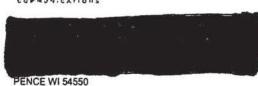
Welcome to a bigger, faster, more powerful world!
-Your services have been upgraded to the new Charter
Spectrum™ Triple Play at no cost to you. Watch over
200 available HD channels in mind-blowing clarity, surf
with double the Internet speeds starting at 60 Mbps and
call with advanced, reliable Voice service. Just sit back,
relax and enjoy. To learn more, visit

charter.com/spectrum . Welcome to Charter Spectrum.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





September 22, 2014

Account: Phone Number: Service at



Total Due by 10/12/14

Amount you are enclosing

•









December 5, 2013 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### **Summary**

**Previous Balance** 

Payments Received -Thank You!

Past Due Balance - Due Now

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 12/25/13

**Total Due** 

#### **Charter News**

Important TV Update - Due to rising programming costs, effective with your next billing statement, pricing will be adjusted for:

 Broadcast TV Surcharge, which reflects charges assessed to Charter by broadcast TV stations, from \$2.15 to \$3.50.

Important Update - Effective with your next billing statement, pricing will be adjusted for:

 Set-top Box, including Interactive Guide Services from \$5.99 to \$6.99

Customers with services currently on a promotional rate will not see a change in this portion of their fee during the promotional period.

Note - Taxes, Fees and Charges listed in the Summary only apply to Charler TV and are detailed on the following page.

Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.





December 5, 2013

Account Phone Number: Service at



**Total Due** 

Amount you are enclosing

-

September 1, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 09/21/14

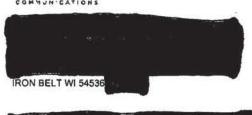
#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important TV Update – Due to rising programming costs, effective September, 15, 2014, pricing will be adjusted for the Broadcast TV Surcharge, from \$3.50 to \$5.00. This charge reflects charges assessed to Charter by Broadcast TV stations.







Account: Phone Number: Service at



Total Due by 09/21/14

Amount you are enclosing

¢



May 12, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received Thank You!

Remaining Balance

Charter Internet®

Taxes, Fees and Charges

**Current Charges** 

Total Due by 06/01/14

#### **Charter News**



Live It with Charter® Member Status Member Id #: 1091767880

Tier: Platinum | Point Balance: 54156 \*
For every \$1 spent with Charter you earn 15
points. Visit liveitwithcharter.com to redeem
your points for amazing rewards! Questions?
Email membercare@liveitwithcharter.com.
\*May not reflect most recent account activity.

2014 Privacy Notices - Charter's updated Privacy Policy is enclosed in this month's statement.

Tip of the Month - Are you planning a move? Charter can make it a little easier with one phone call. Give us a call and we'll transfer your services to your new address, at no cost to you. It's that simple. To learn more, visit charter.com/move or call 1-888-GET-CHARTER.





May 12, 2014

Account: Phone Number: Service at

BLACK RIVER FALLS WI 54615-

Total Due by 06/01/14

Amount you are enclosing

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Statement of Service August 16, 2009







Account Phone Number For Service at

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427) 1228 12th Av S, Onalaska M,W,Th,F 8-6, Tues 9-6, Sat 9-12

Black River Falls WI 54615



#### Charter Brings your Home to Life™



Charter On Demand has the hottest movies in July. Check out Paul Blart: Mall Cop available July 3rd and don't miss Watchmen available July 21st - same day as DVD. Go to Channel 1 and choose Movies!



Get the protection and security of Charter's Wire Maintenance Plan. We'll keep a little wire from becoming a big expense.

#### Summary

Previous Balance
Payments Received
Balance Forward

The Charter Bundle

Charter Cable Bundle

Charter Internet Bundle

Charter Telephone Bundle

Additional High-Speed Internet Services

Additional Telephone Services

Adjustments, Taxes and Fees

Total Due by 09/08/09

#### **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences

of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.





August 16, 2009

Account Phone Number For Service at



Total Due by 09/08/09

Amount you are enclosing:



October 23, 2014 Account: Phone Number: Security Code: Service At

#### **BLACK RIVER FALLS WI 54615**

#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Voice™

Taxes, Fees and Charges

Current Charges

Total Due by 11/12/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Information about your Channel Lineup Effective on or after December 16, 2014, the following changes

effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767 Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

October 23, 2014

Spectrum

Charter



Account:
Phone Number:
Service at

BLACK RIVER FALLS WI 54615

Total Due by 11/12/14

Amount you are enclosing

\$



October 12, 2014 Account: Phone Number: Secunty Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

Current Charges Due By 11/01/14

**Total Due** 

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Promotion Discount - Thank you for being a Charter customer.

This is just a reminder as you review this month's statement that the promotional penod for one or more of your Charter services has now come to an end.

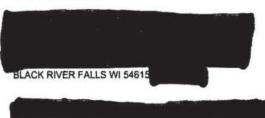
Thank you again for your business. It is our pleasure to serve you.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

October 12, 2014

Spectrum





Account: Phone Number: Service at BLACK RIVER FALLS WI 54615

**Total Due** 

Amount you are enclosing

\$

October 23, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:



#### Contact Us

Service At

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

Current Charges.

YOUR AUTO PAY WILL BE PROCESSED 11/17/1

**Total Due by Auto Pay** 

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Information about your Channel Lineup -

Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768 - ATRES Series will replace La Familia Cosmovision on Latino
- View channel 208
   ATRES Series HD will launch on Latino View channel 776
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Spectrum

Charter



Account:
Phone Number:
Service at

MELROSE WI 54642-

Total Due by Auto Pay

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September 23, 2014 Account: Phone Number: Security Code<sup>-</sup> Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/13/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

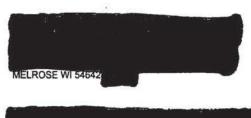
Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

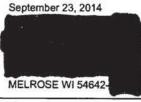
Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





Account: Phone Number: Service at



Total Due by 10/13/14

Amount you are enclosing

3

PO BOX 2981 MILWAUKEE WI 53201-2981

October 9, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/29/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum

Charter

SULLIVAN WI 53178

October 9, 2014

Account: Phone Number:

Service at

SULLIVAN WI 53178

Total Due by 10/29/14

Amount you are enclosing

2



October 15, 2014 Account: Phone Number: Security Code: Service At



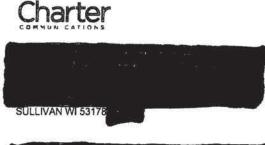
#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Adjustments Remaining Balance Charter TV® Charter Internet® Charter Phone® Other Charges Taxes, Fees and Charges Current Charges Total Due by 11/04/14

#### **Charter News**

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.



Account:
Phone Number:
Service at
SULLIVAN WI 53178

Total Due by 11/04/14

Amount you are enclosing

œ.

October 3, 2014 **Auto Pay Notice** Account: Phone Number:

Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/27/14

Total Due by Auto Pay

#### **Charter News**

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Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.



October 3, 2014 Phone Number: SULLIVAN WI 53178

Total Due by Auto Pay

Account:

Service at

September 20, 2014 Auto Pay Notice Account:

Phone Number: Security Code: Service At



Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

**Previous Balance** 

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Charter Spectrum Voice™

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/14/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

\$39 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-877-961-8521 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

September 20, 2014

Spectrum





SULLIVAN WI 53178
Total Due by Auto Pay

Account: Phone Number: Service at

October 23, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

- Previous Balance
- Payments Received -Thank You!
- Remaining Balance
- Charter Spectrum TV™
- Charter Spectrum Internet™
- Taxes, Fees and Charges
- Current Charges
- YOUR AUTO PAY WILL BE PROCESSED 11/16/14

Total Due by Auto Pay

#### **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- mun2 will launch on Digi Tier 1 channel 210
- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767.
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776 - FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 115 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

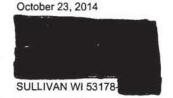
Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.

Spectrum

Charter



Account: Phone Number: Service at



Total Due by Auto Pay

September 17, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

### Summary **Previous Balance**

Payments Received -Thank You!

Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/07/14

#### Charter News

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips .



September 17, 2014 Account: Phone Number: Service at Total Due by 10/07/14

Amount you are enclosing



September 19, 2014 Account: Phone Number: Security Code; Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/09/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





SULLIVAN WI 53178

Account:

Phone Number: Service at

SULLIVAN WI 53178

September 19, 2014

Total Due by 10/09/14

Amount you are enclosing

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September 23, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:



#### Contact Us

Service At

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/17/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

Account Reminder - Thank you for being a Charter customer. We hope you are continuing to take advantage of all that your Charter Services have to offer.

You may notice that the total monthly charge on this month's statement is different than last month. You'll recall that the discounted rate for your promotion period ended last month, but because the exact date your new pricing took effect occurred in the middle of your billing period, that statement reflected the new rate for just a part of the month. This month's statement reflects your new pricing in full.

Again, thank you for your business. It is our pleasure to serve you.

Spectrum

Charter



MILTON WI 53563

September 23, 2014

**Total Due by Auto Pay** 

Account: Phone Number: Service at

September 18, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 10/08/14

**Total Due** 

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





September 18, 2014

Account: Phone Number: Service at

PALMYRA WI 53156

**Total Due** 

Amount you are enclosing

\$

October 3, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/27/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

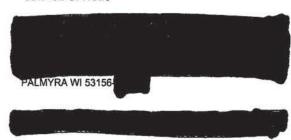
Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum





October 3, 2014

Account: Phone Number:

Service at

PALMYRA WI 53156-

Total Due by Auto Pay

October 8, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/28/14

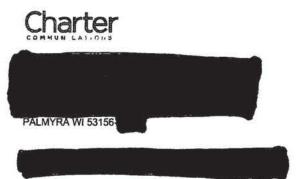
#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter net/ondemand to learn more.



October 8, 2014 Phone Number: PALMYRA WI 53156

Total Due by 10/28/14

Account:

Service at

Amount you are enclosing

\$

October 23, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Taxes, Fees and Charges

Current Charges

Total Due by 11/12/14

#### **Charter News**

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter net/ondemand to learn more.

Spectrum





Account:
Phone Number:
Service at
PALMYRA WI 53156

Total Due by 11/12/14

Amount you are enclosing

2



May 9, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 05/29/14

#### **Charter News**

2014 Privacy Notices - Charter's updated Privacy Policy is enclosed in this month's statement.

HD Auto Tune - If you select an SD channel you will redirect to the HD channel. To turn HD Auto Tune Off/On - Press Menu twice, highlight Setup and press OK/SEL, highlight Guide Setup and press OK/SEL, highlight Tune for HDTV, use the Left and Right buttons to toggle between Yes and No, and Press Exit to return to programming.

Tip of the Month - Are you planning a move? Charter can make it a little easier with one phone call. Give us a call and we'll transfer your services to your new address, at no cost to you. It's that simple. To learn more, visit charter.com/move or call 1-888-GET-CHARTER.





Account:
Phone Number:
Service at

LA CROSSE WI 54603

Total Due by 05/29/14

Amount you are enclosing

100

### 550630009001017



Security Code: **Statement of Service** 

**September 22, 2010** 



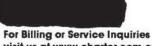






**Charter News** 

Account Phone Number Contact Us



visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

1228 12th Av S, Onalaska M,W,Th,F 8am-6pm, Tue 9am-6pm Sat 9am-12pm

#### Summary details on following agges

Total Due by 10/16/10	(=
Adjustments, Taxes and Fees	
Charter Phone Services	
Charter Internet Services	
Charter TV Services	
Remaining Balance	
Payments Received	
Previous Balance	

#### **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.

September 22, 2010 Account Phone Number

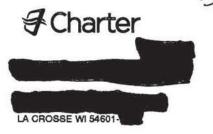
Total Due by 10/16/10

Amount you are enclosing:

\$







#### Statement of Service September 14, 2010











For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

1228 12th Av S, Onalaska M,W,Th,F 8am-6pm, Tue 9am-6pm Sat 9am-12pm



#### **Charter News**

IMPORTANT 2010 Charter Product & Pricing Information (please see back for additional pricing changes). Effective November 1, 2010, with your next billing statement, a Broadcast TV Surcharge, not to exceed \$1.01 per month, will be applied.

This amount will reflect the charges to Charter levied by the owners of broadcast TV stations. More information about this item is available at www.Charter.com/broadcast-tv-surcharge. If you have questions, please call us at 1-877-694-5461.

This item will not be applied to customers in a Price Guarantee package during the current contract period; however, will be applied thereafter.

#### Summary

Previous Balc	ince
Payments Re	ceived
Remaining Bo	alance

Charter TV Services
Charter Internet Services

Adjustments, Taxes and Fees

Total Due by 10/08/10

#### **Payment Options**

Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.



#### Total Due by 10/08/10

Amount you are enclosing:







October 16, 2014 Account: Phone Number: Security Code: Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Adjustments Past Due Balance - Due Now Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges One-Time Charges Taxes, Fees and Charges Current Charges Due By 11/05/14 Total Due



#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Spectrum



Account:
Phone Number:
Service at

WEST SALEM WI 54669

**Total Due** 

Amount you are enclosing

¢

October 14, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Taxes, Fees and Charges

Current Charges

YOUR AUTO PAY WILL BE PROCESSED 11/07/14

Total Due by Auto Pay

#### **Charter News**

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV M. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

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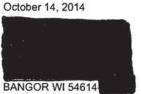
Spectrum





Account:

Phone Number: Service at



**Total Due by Auto Pay** 

October 10, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges One-Time Charges Taxes, Fees and Charges Current Charges Total Due by 10/30/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

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Spectrum





October 10, 2014

Account: Phone Number: Service at BANGOR WI 54614-

Total Due by 10/30/14

Amount you are enclosing

2

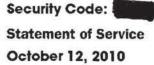


# 550430101014087



\*0011247















For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

1228 12th Av S, Onalaska M,W,Th,F 8am-6pm, Tue 9am-6pm Sat 9am-12pm



#### **Charter News**

We've made some improvements to the appearance of your statement to better summarize your charges and charge details. These changes will provide you with clearer statement detail information. Visit www.charter.com/support for additional information about your statement.

EPIX will offer a Free Preview on 11/25-11/28 for residential Charter TV in Digital customers which may contain PG, PG-13, TV-14, TVMA and R rated programs. If you do not wish to view the preview, activate parental controls or call 1-888 Get Charter.

# Previous Balance Payments Received Adjustments Remaining Balance Charter TV Services Taxes and Fees Current Charges

#### **Payment Options**

Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address
Check here and make changes on the back.

Account Phone Number

Total Due by 11/05/10



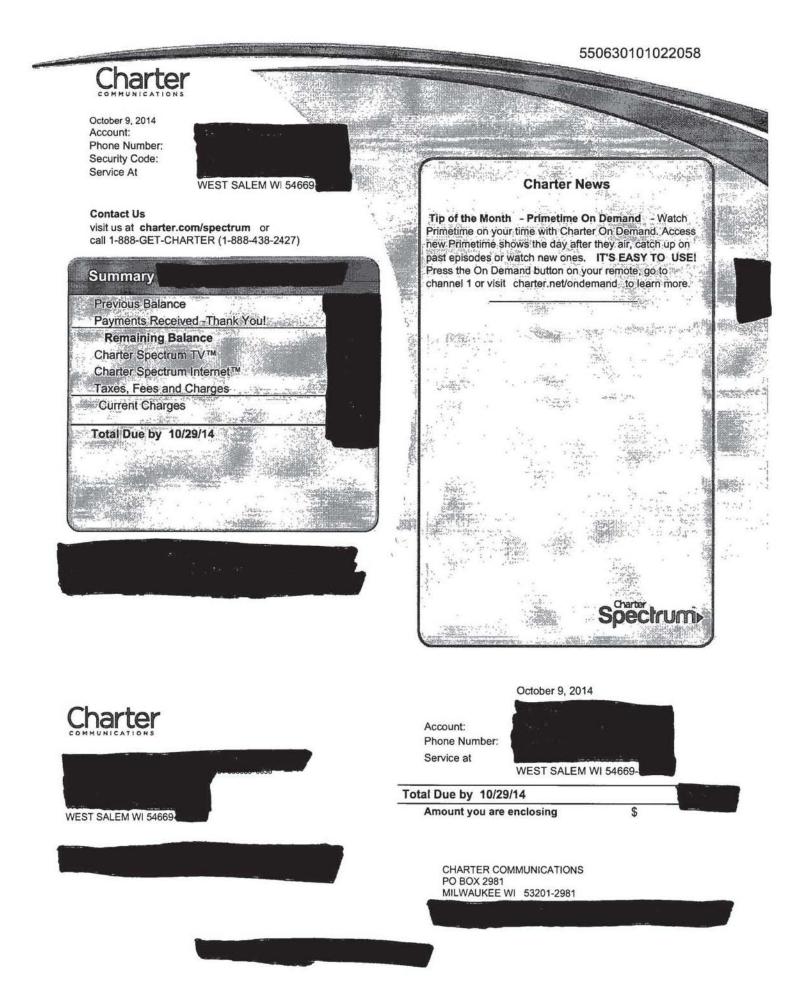
Total Due by 11/05/10

Amount you are enclosing:









October 11, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/31/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

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Spectrum





Account:
Phone Number:
Service at



Total Due by 10/31/14

Amount you are enclosing

\$

October 4, 2014 Account: Phone Number: Security Code: Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/24/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum





Account:
Phone Number:
Service at
HOLMEN WI 54636

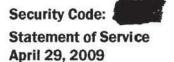
Total Due by 10/24/14

Amount you are enclosing

\$







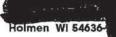






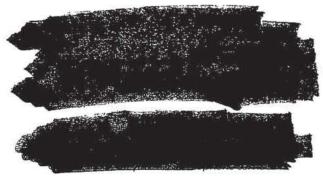






Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427) 1228 12th Av S, Onalaska M, W, Th, F 8-6, Tues 9-6, Sat 9-12



#### Charter Brings your Home to Life™



Don't miss Charter's Digital Free Preview of True Blood on HBO, June 12-15 (where available). This preview may contain PG, PG-13, TV-14 or Rated R content. You may activate the Parental Control option on your remote or call 1-888-GET-CHARTER.



Charter On Demand is your source for the most talked about movies of the year! Use your remote to order the award winning "Slumdog Millionaire" or the hit comedy "Marley & Me", both available anytime, just go to Channel 1 and choose "Movies" from the main menu!

# Summary details on following pages

Previous Balance Payments Received Balance Forward

The Charter Bundle

Charter Cable Bundle

Charter Internet Bundle Charter Telephone Bundle

Additional Cable Services

Additional High-Speed Internet Services

Additional Telephone Services

Adjustments, Taxes and Fees

**Total Due Immediately** 

#### Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount. Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.



Check here and make changes on the back.





Account Phone Number For Service at



#### **Total Due immediately**

Amount you are enclosing:



\$



September 25, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/15/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





September 25, 2014

Account: Phone Number: Service at

HOLMEN WI 54636-

Total Due by 10/15/14

Amount you are enclosing





HOLMEN WI 54636



Security Code:

Statement of Service December 26, 2011







Account Phone Number For Service at



HOLMEN WI 64636

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### **Charter News**

Effective December 2011 through August 2012, the FCC Fee will increase from \$.07 to \$.08 per month. This change is effective with your statement this month and is reflected in the taxes & fees section.

#### Summary details on following pages

Previous Balance
Payments Received
Adjustments
Remaining Balance
Charter TV Services
Charter Internet Services
Charter Phone Services
Taxes and Fees
Current Charges

#### **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

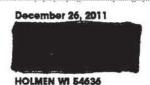
Pay by Mall - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.

Account Phone Number For Service at

Total Due by 01/19/12



Total Due by 01/19/12

Amount you are enclosing:





October 5, 2014 Account: Phone Number: Security Code: Service At



HOLMEN WI 54636

#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/25/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.







Account: Phone Number: Service at



Total Due by 10/25/14

Amount you are enclosing



ONALASKA WI 54650

550630102022065

Security Code;

Auto Pay Notice December 23, 2011









\*0048878



Account Phone Number For Service at



Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### **Charter News**

Effective December 2011 through August 2012, the FCC Fee will increase from \$,07 to \$,08 per month. This change is effective with your statement this month and is reflected in the taxes & fees section.

Summary details on following pages

Previous Balance
Payments Received

Adjustments

Remaining Balance

Charter TV Services

Charter Internet Services

Taxes and Fees

Current Charges

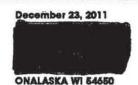
Total Due via Auto Pay

YOUR AUTO PAY WILL BE PROCESSED 01/16/12

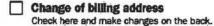
As a Charter Bundle customer:

YOU SAVED \$10 THIS MONTH! (Wasn't that easy?)

Account Phone Number For Service at



Total Due via Auto Pay







\*0005562



550630102022078 Security Code:

Auto Pay Notice December 23, 2011









**Charter News** 

Account Phone Number For Service at



Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-9ET-CHARTER (1-888-438-2427)

Summary details on following pages

Previous Balance
Payments Received

Remaining Balance
Charter Internet Services

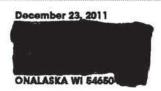
Taxes and Fees

Current Charges

Total Due via Auto Pay

YOUR AUTO PAY WILL BE PROCESSED 01/17/12

Account Phone Number For Service at



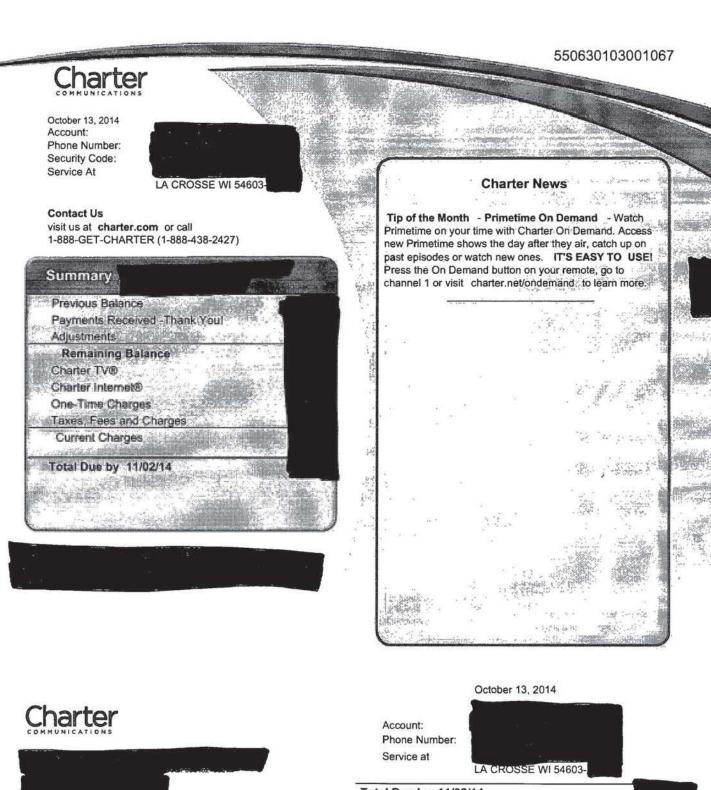
Total Due via Auto Pay

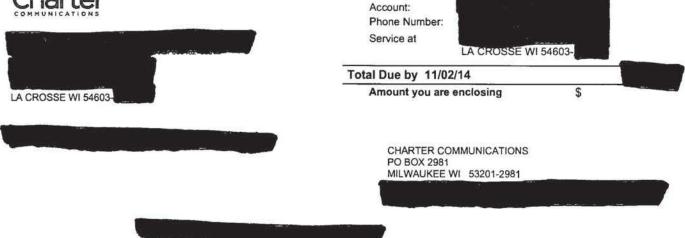


Change of billing address

Check here and make changes on the back.









September 23, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

Current Charges Due By 10/13/14

**Total Due** 



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





September 23, 2014

Account: Phone Number: Service at

LA CROSSE WI 54603-

**Total Due** 

Amount you are enclosing

6



September 22, 2014 Auto Pay Notice Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/16/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

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Spectrum





September 22, 2014

Account: Phone Number:

Service at

ONALASKA WI 54650

Total Due by Auto Pay



October 25, 2014 Account: Phone Number: Security Code: Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary:

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV.M

Charter Spectrum Internet™

Taxes, Fees and Charges

Current Charges

Total Due by 11/14/14

#### **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- -ATRES Series HD will launch on Latino View channel 776
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.





Account: Phone Number: Service at

WEST SALEM WI 54669-

October 25, 2014

Total Due by 11/14/14

Amount you are enclosing

September 27, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/17/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

\$39 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-877-961-8521 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).





րկությություններ արժանականին անձային արժանական անականին արժանական անական արժանական անական արժանական անական արժանական արժանական

September 27, 2014 Phone Number:

**ONALASKA WI 54650** 

Total Due by 10/17/14

Account:

Service at

Amount you are enclosing

September 18, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges Taxes, Fees and Charges **Current Charges** Total Due by 10/08/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter net/tips.



September 18, 2014 Phone Number: WEST SALEM WI 54669 Total Due by 10/08/14 Amount you are enclosing

> CHARTER COMMUNICATIONS PO BOX 2981 MILWAUKEE WI 53201-2981

Account:

Service at

September 23, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Spectrum Internet™

Charter Spectrum Voice™

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/13/14



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Añade el NUEVO Latino View por solo \$6.99 al mes / Add the NEW Latino View for only \$6.99 a month — Gózate más de 50 canales en español por solo \$6.99 al mes. Lo mejor en deportes, novelas, películas, videos musicales y mucho más. Enjoy more than 50 channels in Spanish for only \$6.99 per month. The best sports, soap operas, movies, music videos and much more. Call 1-877-959-1468 to upgrade today!

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum





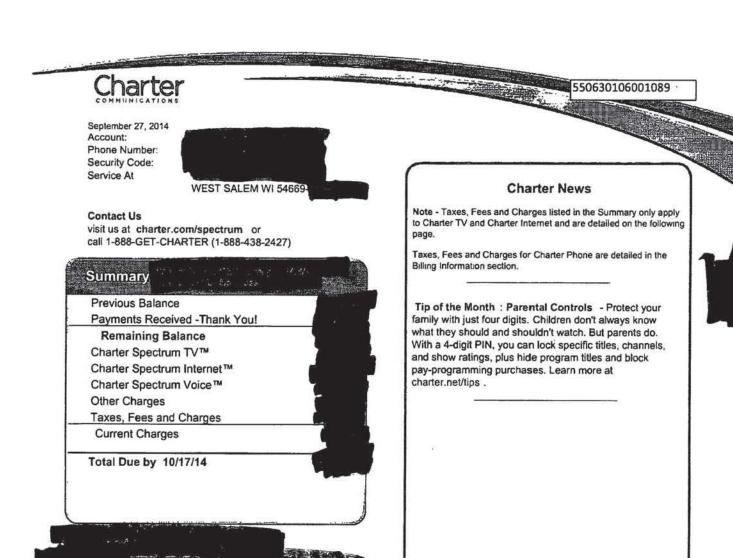
September 23, 2014

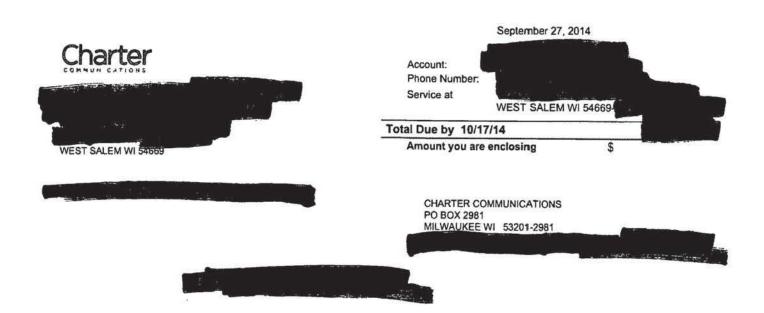
Account: Phone Number: Service at

WEST SALEM WI 54669

Total Due by 10/13/14

Amount you are enclosing







October 3, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/23/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum





October 3, 2014

Account: Phone Number:

Service at

LA CROSSE WI 54601

Total Due by 10/23/14

Amount you are enclosing

\$



# Charter

September 28, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Charter Spectrum Voice™

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/22/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

\$39 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-877-961-8521 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Spectrum



Account: Phone Number: Service at WEST SALEM WI 54669-

September 28, 2014

**Total Due by Auto Pay** 



October 2, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# **Summary**

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/22/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter net/on demand to learn more.

Spectrum





October 2, 2014

Account: Phone Number: Service at

LA CROSSE WI 54601

Total Due by 10/22/14

Amount you are enclosing

\$



October 14, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code.
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# **Summary**

Previous Balance

Payments Received -Thank You!

#### Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 11/07/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum









Account: Phone Number:

Service at

LA CROSSE WI 54601

October 14, 2014

Total Due by Auto Pay





May 23, 2013 Account: Phone Number: Security Code: Service At



LA CROSSE WI 54601

#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summa:

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 06/16/13

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and are detailed on the following page.

Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.

2013 Privacy Notices - Charter's updated privacy policy is enclosed in this month's statement.





LA CROSSE WI 54801



May 23, 2013 Account: Phone Number: Service at LA CROSSE WI 54601

Total Due by 06/16/13

Amount you are enclosing

September 23, 2014 Auto Pay Notice Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges Taxes, Fees and Charges Current Charges YOUR AUTO PAY WILL BE PROCESSED 10/17/14 Total Due by Auto Pay

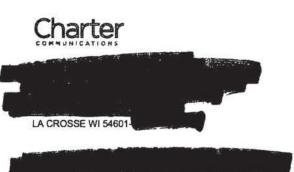
#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum



September 23, 2014

Account: Phone Number: Service at

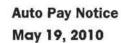
LA CROSSE WI 54601

Total Due by Auto Pay





MARCUS WERNER W3077 COUNTY ROAD I LA CROSSE WI 54601-2817











**Charter News** 

Account Phone Number For Service at

LA CROSSE WI 54601-

Contact Us

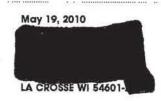
For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

Summary details on following pages Service from 05/14/10 through 06/13/10

Previous Balance Payments Received Balance Forward Charter TV Services Charter Internet Services Adjustments, Taxes and Fees **Total Due via Auto Pay** 

YOUR AUTO PAY WILL BE PROCESSED 06/12/10

Account Phone Number For Service at



Change of billing address

Check here and make changes on the back.

**Total Due via Auto Pay** 





October 10, 2014 **Auto Pay Notice** Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges Taxes, Fees and Charges **Current Charges** YOUR AUTO PAY WILL BE PROCESSED 11/04/14 Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world! -Your services have been upgraded to the new Charter Spectrum™ Triple Play at no cost to you. Watch over 200 available HD channels in mind-blowing clarity, surf with double the Internet speeds starting at 60 Mbps and call with advanced, reliable Voice service. Just sit back, relax and enjoy. To learn more, visit charter.com/spectrum . Welcome to Charter Spectrum.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.





October 10, 2014 Phone Number: MARIBEL WI 54227

Total Due by Auto Pay

Account:

Service at

# Charter

May 8, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 05/28/14

#### Charter News



Live It with Charter® Member Status Member Id #: 1047769542

Tier: Platinum | Point Balance: 12427 \*
For every \$1 spent with Charter you earn 15
points. Visit, liveitwithcharter.com to redeem
your points for amazing rewards! Questions?
Email membercare@liveitwithcharter.com.
\*May not reflect most recent account activity.

2014 Privacy Notices Charter's updated Privacy Policy is enclosed in this month's statement.

GREAT NEWS! Charter is going 100% digital in your area - Charter customers, we are upgrading our TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about May 13, 2014 all channels will be delivered digitally and your television will require a digital set-top box to receive these channels. Call 866-952-3172 or visit www.charter.com/digitalnow to learn more about where to pick up your equipment.





May 8, 2014

Account: Phone Number: Service at

MARIBEL WI 54227-

Total Due by 05/28/14

Amount you are enclosing

\$

# harter

October 8, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/28/14



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world! -Your services have been upgraded to the new Charter Spectrum™ Triple Play at no cost to you. Watch over 200 available HD channels in mind-blowing clarity, surf with double the Internet speeds starting at 60 Mbps and call with advanced, reliable Voice service. Just sit back, relax and enjoy. To learn more, visit

charter com/spectrum . Welcome to Charter Spectrum.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.





Account: Phone Number: Service at



October 8, 2014

Total Due by 10/28/14

Amount you are enclosing



August 5, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

Current Charges

Total Due by 08/25/14

#### **Charter News**

Residential Terms and Conditions of Service – Charter's Residential Terms and Conditions of Service have changed. The modifications shall be effective October 1, 2014. The restructured Residential Terms and Conditions of Service may be viewed at charter.com/termsofservice.

Important Changes to your Online Account are Coming
Coming soon! Experience all the enhancements of the all-new
charter net site where you can watch live TV; enjoy instant access
to shows On Demand, manage your account and services online
and so much more. We plan to slowly introduce our new site to our
customers over the next few months. During this time you may see
a message asking you to update your Charter ID user name and
password in order to access this new site. This will help us
enhance your account security. Additional account change notices
will not be sent when you update your Charter ID. If you have
questions about any changes that are made, please contact Charter
at 1-888-GET CHARTER:

Annual Notices - To obtain the current channel lineup available in your area, please go to charter.com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter.com/ratecard, click on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-888-438-2427, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations.





Account:
Phone Number:
Service at

NESHKORO WI 54960

August 5, 2014

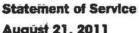
Total Due by 08/25/14

Amount you are enclosing

\$







# August 21, 2011











Account Phone Number For Service at



NESHKORO WI 54960

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### **Charter News**

MOVING? Charter makes it fast, simple and easy to set up your new house with TV, Internet and Phone services, Just call 1-866-608-4102 or visit charter.com/move today so that your new services are ready to enjoy. Make your new house a Charter

To say thanks for being a Charter customer, we're offering you a free membership to our rewards program, Live It with Charter® Earn automatic points each month just for enjoying your Charter services. Then redeem your points for gift cards, HDTVs and more. Join today and get 3,000 bonus points! Go to www.liveitwithcharter.com and use Promo Code:

Summon	
Previous Balance	
Payments Received	
Remaining Balance	
Charter TV Services	3 3 3 3
Charter Phone Services	
Taxes and Fees	
Current Charges	
Total Due by 09/14/11	

#### **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mall - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.





Total Due by 09/14/11

Amount you are enclosing:







# Charter

October 23, 2014 Account: Phone Number; Security Code: Service At



TOMAH WI 54660-

#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Taxes, Fees and Charges

Current Charges

Total Due by 11/12/14

#### **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

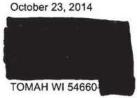
Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.

Spectrum

Charter



Account:
Phone Number:
Service at



Total Due by 11/12/14

Amount you are enclosing

\$



September 23, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Past Due Balance - Due Now Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges One-Time Charges Taxes, Fees and Charges Current Charges Due By 10/13/14 Total Due



#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Spectrum



Account:
Phone Number:
Service at

**Total Due** 

Amount you are enclosing

\$

September 18, 2014 Account<sup>\*</sup> Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

**Previous Balance** 

Payments Received -Thank You!

#### Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

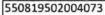
Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/08/14



#### Charter News

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips .

Spectrum



September 18, 2014 Phone Number:

TOMAH WI 54660-

Total Due by 10/08/14

Account:

Service at

Amount you are enclosing

# Charter

September 23, 2014 Account: Phone Number; Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

**Previous Balance** 

Payments Received -Thank You!

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

Current Charges Due By 10/13/14

**Total Due** 



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

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Spectrum









September 23, 2014

Account: Phone Number: Service at



**Total Due** 

Amount you are enclosing

\$









February 8, 2013 Account Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance Payments Received Adjustments

Past Due Balance - Due Now

Charter TV®

■ Charter Internet®

Charter Phone®

Other Charges Taxes, Fees and Charges

Current Charges Due By 03/04/13

**Total Due** 

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and are detailed on the following page.

Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.

Attention - Phone Customer Notice enclosed

Important Information - Effective on or after April 2, 2013, OWN and OWN HD will be available on the Expanded Service tier and will no longer be offered on Digital View, Digital View Plus or Charter TV Select service tiers. The channel number for OWN will remain the same. Please call 1-888-GET-CHARTER with any questions.

New Store Hours - Beginning Monday, January 28th we are changing our store hours to better serve you, our customer. Here are our new hours: Monday thru Friday -9:00am to 5:00pm (closed 1:00pm to 2:00pm); Closed Saturday.





Account: Phone Number: Service at **SPARTA WI 54656** 

February 8, 2013

**Total Due** 

Amount you are enclosing

\$

# Charter

June 5, 2014 Account: Phone Number: Security Code: Service At



# Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

### Summary

Previous Balance

Payments Received -Thank You!

Past Due Balance - Due Now

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 06/25/14

**Total Due** 

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Account Reminder - Thank you for being a Charter customer. We hope you are continuing to take advantage of all that your Charter Services have to offer.

You may notice that the total monthly charge on this month's statement is different than last month. You'll recall that the discounted rate for the first part of your promotion period ended last month, but because the exact date your new pricing took effect occurred in the middle of your billing period, that statement reflected the new rate for just a part of the month. This month's statement reflects your new pricing in full.

Again, thank you for your business. It is our pleasure to serve you.





Account: Phone Number: Service at

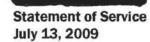


June 5, 2014

**Total Due** 

Amount you are enclosing











Account Phone Number For Service at



Tomah WI 54660-

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427) 1021 N Superior Av, Tomah M,W,Th,F 9-1 & 2-5; Tues 10-1 & 2-5



## Summary.

Previous Balance
Payments Received
Balance Forward
Charter Cable Services
Charter Internet Services
Charter Telephone Services
Adjustments, Taxes and Fees

**Total Due Immediately** 

# **Payment Options**

Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

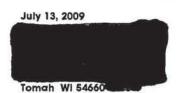
Pay by Mail – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.



MILW



### **Total Due Immediately**

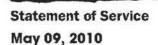
Phone Number For Service at

Account

Amount you are enclosing:













Account Phone Number Contact Us



For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

1021 N Superior Av, Tomah M,W,Th,F 9am-1pm, 2pm-5pm Tues 10am-1pm & 2pm-5pm



**Charter News** 

Summary	
Previous Balance	
Payments Received	
Balance Forward	
Charter TV Services	
Charter Internet Services	
Charter Phone Services	
Adjustments, Taxes and Fees	
Total Due Immediately	

## **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address
Check here and make changes on the back.

Account Phone Number



# Total Due Immediately

Amount you are enclosing:





# **€ Charter**

March 24, 2012 Account: Phone Number: Security Code: Service at:



Contact Us visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary Previous Balance Payments Received Remaining Balance Adjustments Charter TV® Charter Internet® Charter Phone® Other Monthly Charges Partial Month Charges Taxes, Fees and Charges Current Charges Total Due by 04/17/12

# **Charter News**

Witness the once in a lifetime collision of The Rock and John Cena as they face off on the grandest stage of them all at WrestleMania XXVIII live Sunday April 1st on Charter Pay-Per-View. Order with your remote or call 1-888 Get Charter





Account:
Phone Number:
Service at:

Total Due by 04/17/12

Amount you are enclosing

October 16, 2014

Auto Pay Notice
Account:
Phone Number:
Security Code:



# Service At Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 11/09/14

Total Due by Auto Pay

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776
   FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Spectrum



Account:
Phone Number:
Service at
TOMAH WI 54660-

Total Due by Auto Pay

October 12, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

## Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

Credit Balance - Do Not Pay

#### **Charter News**

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.



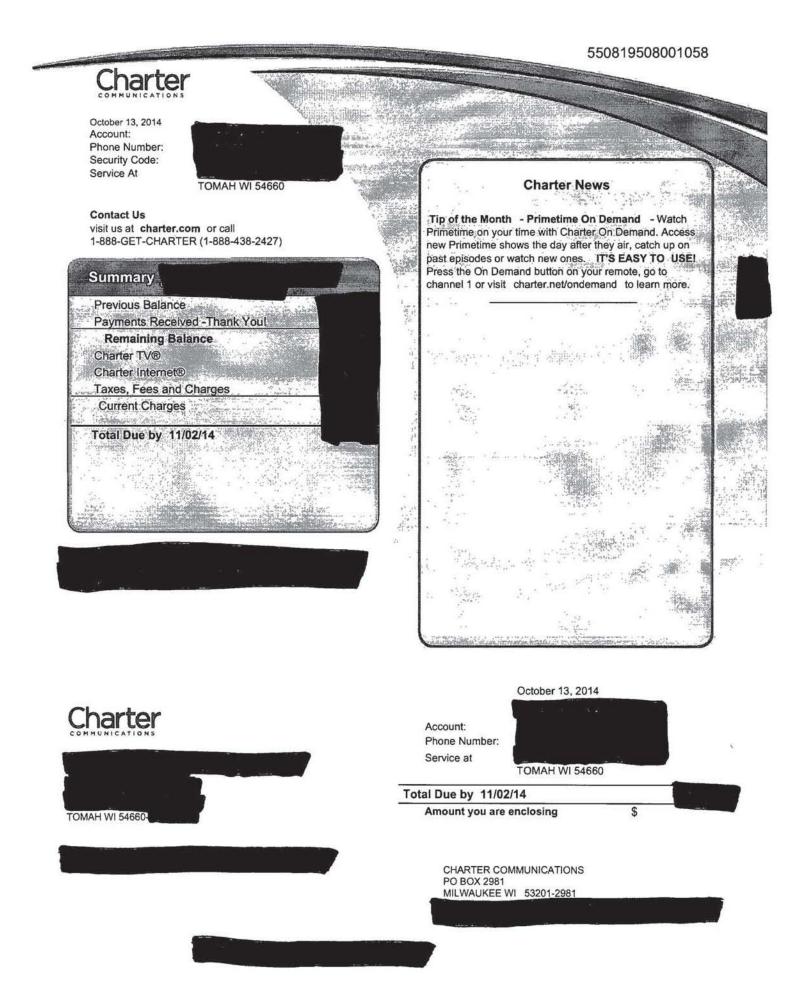


Account:
Phone Number:
Service at
TOMAH WI 54660-

October 12, 2014

Credit Balance - Do Not Pay





# Charter

October 1, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary.

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/21/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

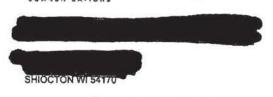
Welcome to a bigger, faster, more powerful world!
-Your services have been upgraded to the new Charter
Spectrum<sup>TM</sup> Triple Play at no cost to you. Watch over
200 available HD channels in mind-blowing clarity, surf
with double the Internet speeds starting at 60 Mbps and
call with advanced, reliable Voice service. Just sit back,
relax and enjoy. To learn more, visit

charter com/spectrum. Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Spectrum





October 1, 2014

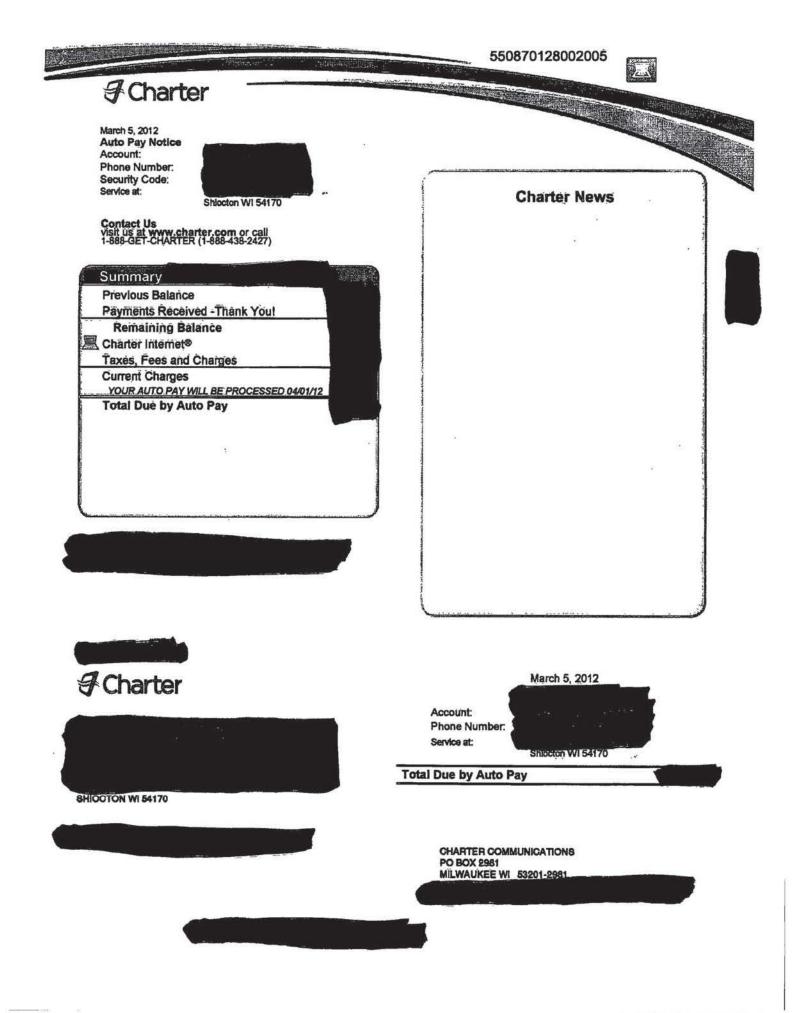
Account: Phone Number: Service at

SHIOCTON WI 54170

#### Total Due by 10/21/14

Amount you are enclosing

S



September 16, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

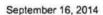
# Previous Balance Payments Received -Thank You! Adjustments Past Due Balance - Due Now Charter TV® Charter Internet® Charter Phone® Other Charges One-Time Charges Taxes, Fees and Charges Current Charges Due By 10/06/14 Total Due

#### **Charter News**

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.





Account: Phone Number: Service at



**Total Due** 

Amount you are enclosing

•

CHARTER COMMUNICATIONS PO BOX 2981 MILWAUKEE WI 53201-2981



SHIOCTON WI 54170-9

October 5, 2014 Account: Phone Number: Security Code. Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received Past Due Balance - Due Now Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges Taxes, Fees and Charges Current Charges Due By 10/25/14 Total Due

#### **Charter News**

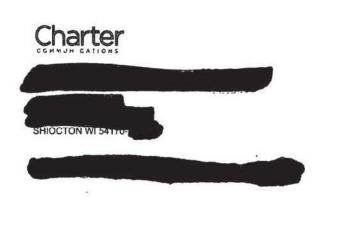
Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world!
-Your services have been upgraded to the new Charter
Spectrum™ Triple Play at no cost to you. Watch over
200 available HD channels in mind-blowing clarity, surf
with double the Internet speeds starting at 60 Mbps and
call with advanced, reliable Voice service. Just sit back,
relax and enjoy. To learn more, visit
charter com/spectrum. Welcome to Charter Spectrum.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum



October 5, 2014

Account: Phone Number: Service at



**Total Due** 

Amount you are enclosing

2



October 9, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance Payments Received -Thank You!

Past Due Balance - Due Now Charter Spectrum Internet™

One-Time Charges Taxes, Fees and Charges

Current Charges Due By 10/29/14

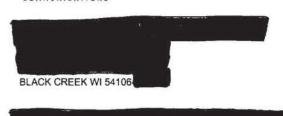
#### **Total Due**

#### **Charter News**

Welcome to a bigger, faster, more powerful world! -We've transformed your Internet into a high-powered information cannon and doubled your Internet speeds to 60 Mbps, 20x faster than DSL. There is no action required by you to enjoy these new speeds. Just sit back, surf and blast your way through the Web. Plus, add Charter Spectrum TV to your existing service and watch over 200 HD channels, the most HD you can get. Upgrade to Charter Spectrum TV at charterspectrum.com . Welcome to Charter Spectrum.

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

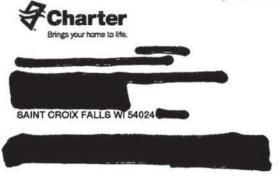




October 9, 2014 Account: Phone Number: Service at BLACK CREEK WI 54106-**Total Due** 

Amount you are enclosing

### 550959607002121



Security Code: 6060 Statement of Service March 6, 2009







Account Phone Number For Service at



St Croix Falls WI 54024

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427) 2304 \$ Main \$1, Rice Lake M & F 8a-5p, T 9a-5p, W & Th 8a-6p



#### Charter Brings your Home to Life™

Our customer care centers are available to assist you 24 hours a day, 7 days a week on 1-888-GET-CHARTER. You may also visit us for on-line support at www.charter.com.

#### Summary a

Previous Balance	
Payments Received	
Balance Forward	
Charter Cable Services	
Charter Internet Services	
Adjustments, Taxes and Fees	
Total Due Immediately	

#### **Payment Options**

Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.





Account



March 6, 2009

#### **Total Due Immediately**

Phone Number

For Service at

Amount you are enclosing:



October 6, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Taxes, Fees and Charges

Current Charges

Total Due by 10/26/14

#### **Charter News**

Promotion Discount - Thank you for being a Charter customer. We hope you are continuing to take advantage of all that your Charter Services have to offer.

When you signed up for your new Charter service, you received a discounted promotional rate on your bill. This promotion is coming to an end beginning with your next monthly statement.

Thank you again for your business. It is our pleasure to serve you.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.



DRESSER WI 54009

October 6, 2014

Account: Phone Number: Service at

DRESSER WI 54009

Total Due by 10/26/14

Amount you are enclosing

September 17, 2014 Auto Pay Notice Account: Phone Number Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.



Account:
Phone Number:
Service at
OSCEOLA WI 54020-

Total Due by Auto Pay

September 27, 2014 Auto Pay Notice Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

**Previous Balance** 

Payments Received -Thank You!

#### Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

Current Charnes

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Spectrum

Charter

EDGERTON WI 53534-8

September 27, 2014

Account: Phone Number:

Service at

EDGERTON WI 535344

Total Due by Auto Pay

September 26, 2014 Account: Phone Number: Security Code: Service At .



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary.

Previous Balance

Payments Received -Thank You!

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 10/16/14

**Total Due** 

#### **Charter News**

Important Account Update - Thank you for being a Charter customer.

This is just a reminder as you review this month's statement that the promotional period for one or more of your Charter services has now come to an end. Your new monthly rate will be \$80.96 for Charter TV, \$49.99 for Charter Internet and \$19.99 for Charter Phone, plus applicable taxes and fees.

Because the exact date your new pricing takes effect occurs in the middle of your billing period, this statement will reflect the new rate for just a part of the month. All subsequent statements will reflect the new pricing in full.

Again, thank you for your business. It is our pleasure to serve you.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.







September 26, 2014 Account: Phone Number: Service at **MILTON WI 53563** 

**Total Due** 

Amount you are enclosing

November 4, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance Payments Received

Past Due Balance - Due Now

Charter TV®

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 11/24/14

#### **Total Due**



Important Information about your Channel Lineup Effective on or after December 16, 2014, the following changes. will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776 FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 13





November 4, 2014 Phone Number:

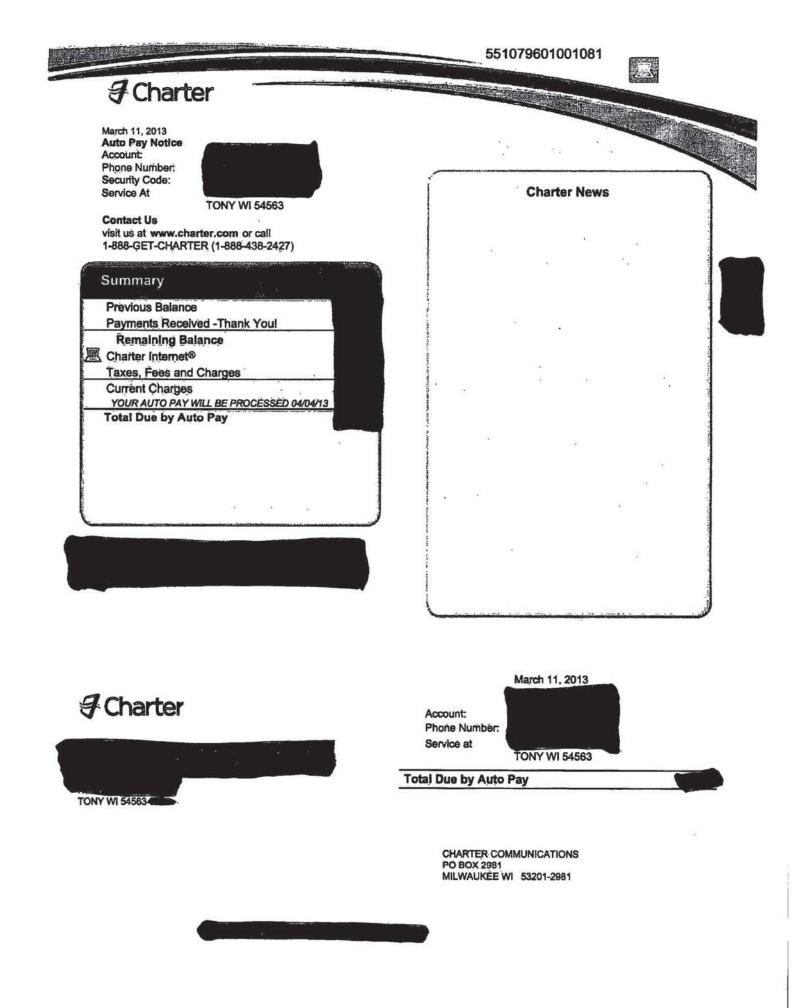
**TONY WI 54563** 

Amount you are enclosing

Account:

Service at

**Total Due** 





### **€** Charter

August 23, 2013 Account: Phone Number: Security Code: Service At



#### **Contact Us**

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 09/12/13

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and are detailed on the following page.

Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.

Important Channel Information - Effective August 17, 2013, Speed Channel will be replaced with FOX Sports 1, America's new sports network, on channel 88. Fox Sports 1 will feature live sporting events including Big East basketball, UEFA Champions League, UEFA Europa League, NASCAR Sprint Cup Series, Whelen Modified Tour, Major League Baseball, UFC, NASCAR Camping World Truck Series, and original programming.

Effective on or after September 2, 2013, FOX Soccer will be replaced with FXX, FOX's newest general-interest channel, on channel 300. FXX will focus on original and acquired comedy series, drama series and feature films. Soccer fans will find their favorite programming on FOX Sports 1.

Call Before You Dig - It's the law: All excavators, homeowners and construction contractors must contact Diggers Hottine at least 3 working days before any work is done that disturbs the soil. Call 811 for your safety: Call before you dig. Charter lines carry both video and voice traffic. Damaging the lines can interrupt 911 life and emergency calls. 1-800-242-8511 or online at: http://www.diggershotline.com





Account:
Phone Number:
Service at
TONY WI 54563

Total Due by 09/12/13

Amount you are enclosing

ø

October 13, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

#### Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

Current Charges

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter net/ondemand to learn more.

Spectrum

Charter

LADYSMITH WI 548484

October 13, 2014

Account: Phone Number:

Service at

LADYSMITH WI 54848

Total Due by Auto Pay



### # Charter

March 12, 2012 Account: Phone Number: Security Code: Service at:



Contact Us visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

**Previous Balance** 

Payments Received

Remaining Balance

™ Charter TV®

■ Charter Internet®

Charter Phone®

Other Monthly Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 04/05/12

#### **Charter News**

SOON

Witness the orice in a lifetime collision of The Rock and John Cena as they face off on the grandest stage of them all at WrestleMania XXVIII live Sunday April 1st on Charter Pay-Per-View. Order with your remote or call 1-888 Get Charteri



LADYSMITH WI 54848

Total Due by 04/05/12

Account: Phone Number: Service at:

Amount you are enclosing

March 12, 2012

Ladysmith WI 54848

November 3, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank Youl Remaining Balance Charter Spectrum Internet In Taxes, Fees and Charges Current Charges Total Due by 11/23/14

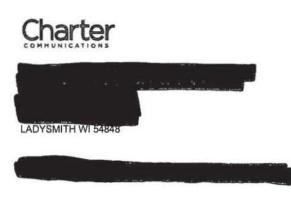
#### **Charter News**

Important Information about your Channel Lineup –
Effective on or after December 16, 2014, the following changes
will be made to your channel lineup:

- El Rey will launch on Digi Tler 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776
   FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.

Spectrum



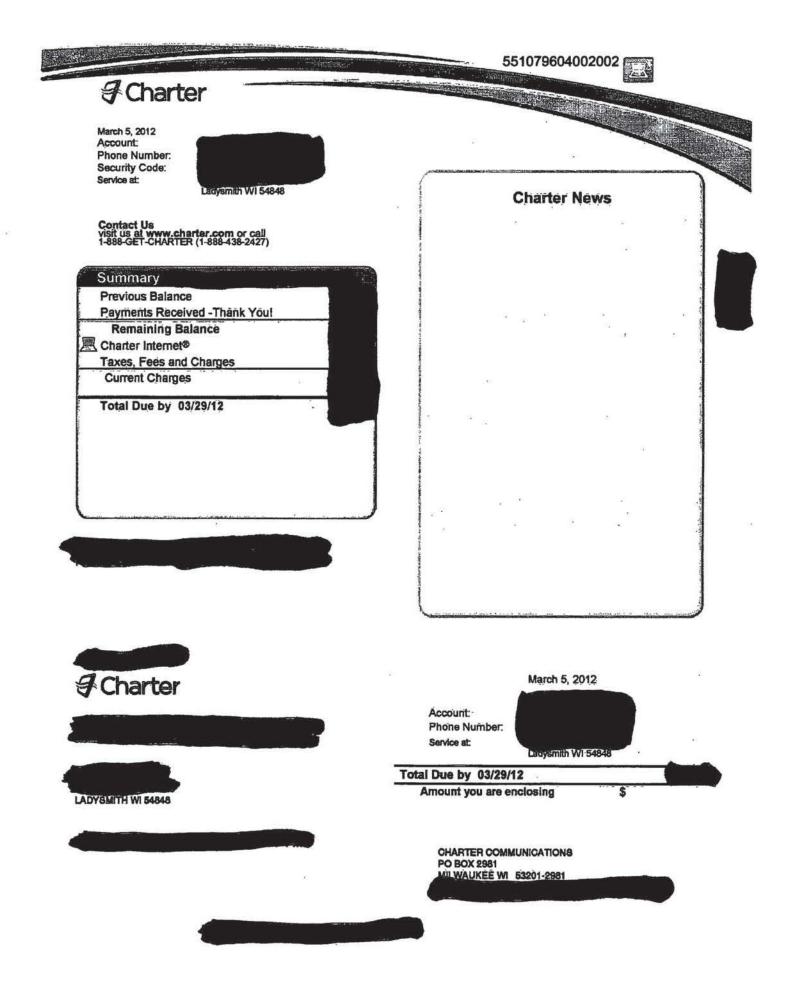
Account:
Phone Number:
Service at

LADYSMITH WI 54848

Total Due by 11/23/14

Amount you are enclosing

\$



October 4, 2014 Account<sup>1</sup> Phone Number. Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Charter Spectrum Voice™

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/24/14



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum





October 4, 2014

Account: Phone Number: Service at

LADYSMITH WI 54848-9

Total Due by 10/24/14

Amount you are enclosing

\$



October 10, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges Taxes, Fees and Charges Current Charges

Total Due by 10/30/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum







October 10, 2014

Account: Phone Number: Service at



Total Due by 10/30/14

Amount you are enclosing

-

CHARTER COMMUNICATIONS PO BOX 2981

MILWAUKEE WI 53201-2981



October 26, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

- Previous Balance
- Payments Received -Thank You
- Remaining Balance
- Charter Spectrum TV™
- Charter Spectrum Internet™
- Taxes, Fees and Charges
- **Current Charges**

Total Due by 11/15/14

#### Charter News

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768 - ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776 - FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.

Spectrum





LADYSMITH WI 54848

October 26, 2014

Account: Phone Number:

Service at

LADYSMITH WI 54848-

Total Due by 11/15/14

Amount you are enclosing

8

October 7, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum Internet™

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/27/14

#### Charter News

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment)

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Spectrum





October 7, 2014

Account: Phone Number:

Service at

LADYSMITH WI 54848

Total Due by 10/27/14

Amount you are enclosing

\$







### # Charter

May 7, 2012 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

**Previous Balance** 

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Taxes, Fees and Charges

**Current Charges** 

Total Due by 05/31/12

#### **Charter News**

Effective July 1, 2012, the following TV Equipment Rental pricing will be adjusted - Standard Digital Receiver & Remote from \$1.40 to \$0.00 for a decrease of (\$1.40), HD or DVR or Multi-Room Primary Receiver & Remote from \$6.40 to \$5.00 for a decrease of (\$1.40), Multi-Room Secondary DVR Receiver & Remote from \$3.40 to \$5.00 for an increase of \$1.60, Interactive Guide Services fee from \$3.60 to \$5.00 for an increase of \$1.40 (except for the Multi-Room Secondary DVR Receiver & Remote, the Interactive Guide increase is offset by the receiver decrease listed above and will result in NO CHANGE in the Equipment/Service package

Effective July 1, 2012, the following TV Unreturned Equipment pricing will be adjusted - HD only or Multi-room Secondary DVR Receiver from \$212.00 to \$184.00 for a decrease of (\$28.00), DVR or Multi-room Primary DVR Receiver from \$331.00 to \$289.00 for a decrease of (\$42.00), Remote Control from \$4.00 to \$3.00 for a decrease of (\$1.00), Basic Video Jumper from \$0.93 to \$1.00 for an increase of \$0.07, HD Video Jumper from \$3.85 to \$3.84 for a decrease of (\$0.01).





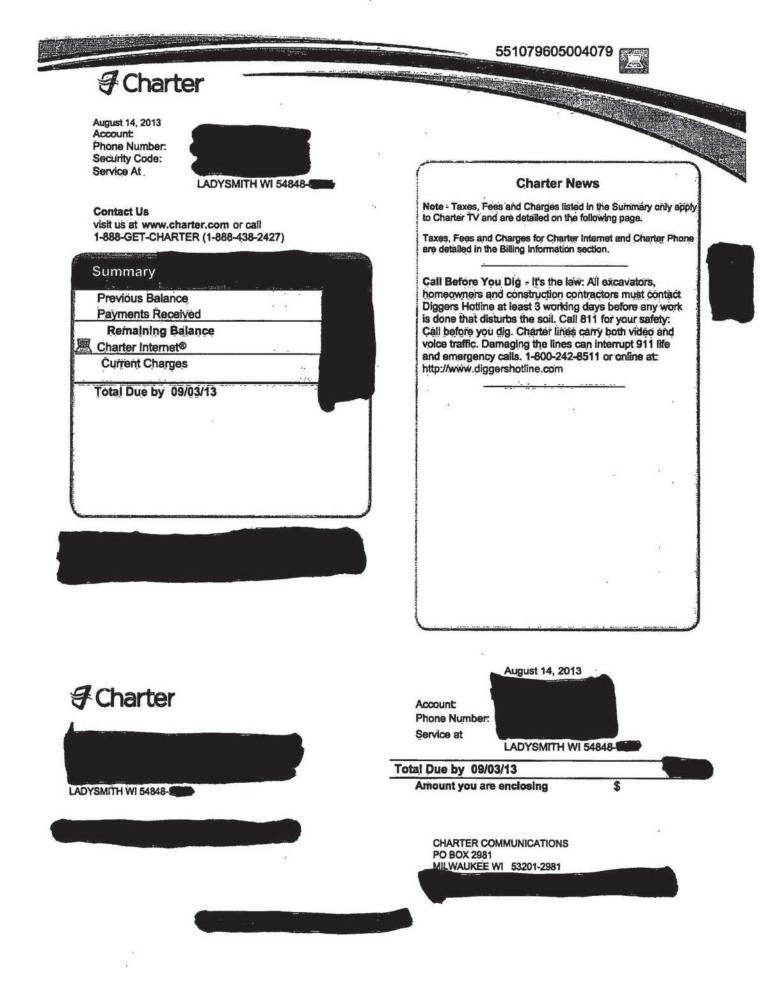
LADYSMITH WI 54848-5

Account: Phone Number: Service at



Total Due by 05/31/12

Amount you are enclosing





#### Statement of Service June 13, 2011







Account Phone Number For Service at



**ROCK SPRINGS WI 53961** 

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Commence of the commence of th	
Previous Balance	
Payments Received	
Adjustments	
Remaining Balance	i i
Charter Internet Services	
Taxes and Fees	
Current Charges	
Total Due by 07/07/11	Î

#### **Payment Options**

**Charter News** 

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.

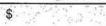


Total Due by 07/07/11

Account



Amount you are enclosing:







September 26, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/16/14

#### **Charter News**

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.







Account: Phone Number: Service at

BARABOO WI 53913-9

September 26, 2014

Total Due by 10/16/14

Amount you are enclosing

October 26, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You Remaining Balance Charter IV® Charter Internet® Taxes Fees and Charges Current Charges YOUR AUTO PAY WILL BE PROCESSED 11/20/14 Total Due by Auto Pay

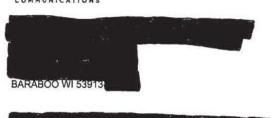
#### Charter News

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- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
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- ATRES Series HD will launch on Latino View channel 776 - FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1 & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 115 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.





October 26, 2014

Account: Phone Number: Service at BARABOO WI 53913-

Total Due by Auto Pay

September 26, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received -Thank You! Remaining Balance Charter Spectrum TV™ Charter Spectrum Internet™ Charter Spectrum Voice™ Other Charges One-Time Charges Partial Month Charges Taxes, Fees and Charges Current Charges Total Due by 10/16/14

#### **Charter News**

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

Spectrum



Account:
Phone Number:
Service at
BARABOO WI 53913-

Total Due by 10/16/14

Amount you are enclosing

\$

September 27, 2014 Account: Phone Number: Security Code: Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Past Due Balance - Due Now

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 10/17/14

**Total Due** 



Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

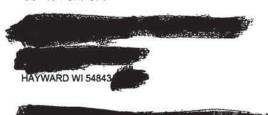
Welcome to a bigger, faster, more powerful world!
-Your services have been upgraded to the new Charter
Spectrum™ Triple Play at no cost to you. Watch over
200 available HD channels in mind-blowing clarity, surf
with double the Internet speeds starting at 60 Mbps and
call with advanced, reliable Voice service. Just sit back,
relax and enjoy. To learn more, visit

charter.com/spectrum . Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Spectrum





September 27, 2014

Account: Phone Number: Service at



**Total Due** 

Amount you are enclosing

\$



September 19, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/09/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.





September 19, 2014

Account: Phone Number: Service at



Total Due by 10/09/14

Amount you are enclosing

\$

September 17, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Balance Payments Received Past Due Balance - Due Now Charter TV® Charter Internet® Charter Phone® Other Charges One-Time Charges Taxes, Fees and Charges Current Charges Due By 10/07/14 Total Due



#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter.net/onthego to learn more.

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Account:
Phone Number:
Service at
STONE LAKE WI 54876

**Total Due** 

Amount you are enclosing

\$

# 551131004003019





#### Statement of Service December 09, 2009







Account Phone Number Contact Us



For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

2304 S Main St, Rice Lake M & F 8am-5pm, Tue 9am-5pm, W & Th 8am-6pm



#### Charter Brings your Home to Life™



Please note changes have been made to your account this month that were communicated by letter in November 2009.

Summary details on following pages

Previous Balance	
Payments Received	
Balance Forward	
Charter Cable Services	
Charter Internet Services	
Charter Telephone Services	
Adjustments, Taxes and Fees	
Total Due Immediately	

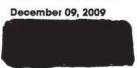
#### **Payment Options**

Pay Online – Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.
Pay by Mall – Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.

Account Phone Number



#### **Total Due Immediately**

Amount you are enclosing:







May 13, 2014
Auto Pay Notice
Account.
Phone Number:
Security Code:
Service At



#### **Contact Us**

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

#### **Charter News**

2014 Privacy Notices - Charter's updated Privacy Policy is enclosed in this month's statement.

Tip of the Month - Are you planning a move? Charter can make it a little easier with one phone call. Give us a call and we'll transfer your services to your new address, at no cost to you. It's that simple. To learn more, visit charter com/move or call 1-888-GET-CHARTER.



May 13, 2014

Account: Phone Number:

Service at

STONE LAKE WI 548764

Total Due by Auto Pay

September 23, 2014 Account: Phone Number: Security Code. Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/13/14

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world!
-Your services have been upgraded to the new Charter
Spectrum™ Triple Play at no cost to you. Watch over
200 available HD channels in mind-blowing clarity, surf
with double the Internet speeds starting at 60 Mbps and
call with advanced, reliable Voice service. Just sit back,
relax and enjoy. To learn more, visit

charter.com/spectrum . Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Spectrumi





September 23, 2014

Account: Phone Number: Service at

HAYWARD WI 54843-

Total Due by 10/13/14

Amount you are enclosing

\$

September 22, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

**Previous Balance** 

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

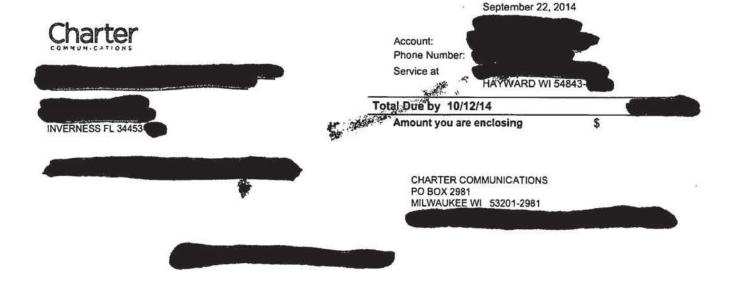
Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/12/14

#### **Charter News**

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter net/tips.



September 17, 2014 Account. Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/07/14

#### **Charter News**

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HAYWARD WI 54843-

Account: Phone Number: Service at

HAYWARD WI 54843-

September 17, 2014

Total Due by 10/07/14

Amount you are enclosing

\$

October 14, 2014 **Auto Pay Notice** Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

### Summary Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

#### **Charter News**

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Welcome to a bigger, faster, more powerful world! -Your services have been upgraded to the new Charter Spectrum™ Triple Play at no cost to you. Watch over 200 available HD channels in mind-blowing clarity, surf with double the Internet speeds starting at 60 Mbps and call with advanced, reliable Voice service. Just sit back, relax and enjoy. To learn more, visit

charter.com/spectrum . Welcome to Charter Spectrum.

Credit Card Expiration - Our records indicate the credit card number you provided for recurring payment of your Charter services is set to expire in December 2014. In order to continue enjoying the benefits of automatic recurring payment, please provide your updated credit card information by calling 1-888-438-2427 or by going online at www.charter.com/updatecreditcard .

pectrum



CHANHASSEN MN 55317-

October 14, 2014

Account: Phone Number: Service at



Total Due by Auto Pay

October 1, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:
Service At



#### **Contact Us**

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

#### Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges

#### **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

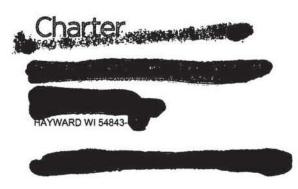
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charter.com/spectrum . Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.

Spectrum



Account:
Phone Number:
Service at

ACCOUNT:
HAYWARD WI 54843

**Total Due by Auto Pay** 

### 551139400001036



Security Code: 9418 Statement of Service April 06, 2011









Account
Phone Number
For Service at



HAYWARD WI 54843

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

#### **Charter News**

Important Account Information: The mailing address on your account may have changed to be consistent with United States Post Office records. This change will ensure accurate and prompt delivery of your Charter statement each month. Thank you for being a Charter customer.

Hallmark Channel is moving. Effective April 5th, Hallmark Channel is moving from ch 53 Expanded Basic to ch 78 Expanded Basic (Digital Only), Hallmark Channel HD will be added on ch 636 Expanded (HD Only) effective April 5th.

Save up to 20% on business Internet, Phone and TVI Get business-class Internet, Phone and TV from Charter Business. Call 888-845-4779 today.

#### Summary

Previous Balance	
Payments Received	
Adjustments	
Remaining Balance	
Charter TV Services	
Charter Internet Services	
Taxes and Fees	
Current Charges	

# Payment Options

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address
Check here and make changes on the back.

Account
Phone Number
For Service at

Total Due by 04/30/11



Total Due by 04/30/11

Amount you are enclosing:





CHARTER COMMUNICATIONS PO BOX 2981 MILWAUKEE WI 53201-2981





September 18, 2014 **Auto Pay Notice** Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Account Update - Thank you for being a Charter customer.

This is just a reminder as you review this month's statement that the promotional period for one or more of your Charter services has now come to an end. Your new monthly rate will be \$66.98 for Charter TV, \$49.99 for Charter Internet and \$19.99 for Charter Phone, plus applicable taxes and fees.

Again, thank you for your business. It is our pleasure to serve you.

September 18, 2014



SAVAGE MN 55378

Account: Phone Number: Service at

**Total Due by Auto Pay** 



# **€** Charter

April 14, 2012 Account: Phone Number: Security Code: Service At



HAYWARD WI 54843

#### Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

**Previous Balance** 

Payments Received -Thank You!

Past Due Balance

Adjustments

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

Current Charges due by 05/08/12

**Total Due** 

# **Charter News**

On Demand - You could win an HDTV by watching a free movie trailer On Demand. Go to Channel 1, Movies, Featured Films, Watch to Win before 4/24. Eligibility restrictions apply. NO PURCHASE NECESSARY. See www.charter.com/ondemand for entry method requiring no purchase and full details.







Account: Phone Number: Service at



**Total Due** 

Amount you are enclosing

\$

October 19, 2014 Account: Phone Number: Security Code: Service At



## Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

- Previous Balance
- Payments Received Thank You!
- Remaining Balance
- Charter Spectrum TV™
- Charter Spectrum Voice \*\*\*
- Other Charges
- Taxes, Fees and Charges
- Current Charges

Total Due by 11/08/14

# Charter News

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world!
-Your TV service has been upgraded to Charter.
Spectrum<sup>™</sup>, at no cost to you. Now you can watch even more shows in mind-blowing clarity with over 200 available HD channels. Just sit back, relax and enjoy. To learn more, visit charter com/spectrum. Welcome to Charter Spectrum.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote go to channel 1 or visit charter net/ondemand to learn more.

Spectrum





October 19, 2014

Account: Phone Number: Service at

HAYWARD WI 54843

Total Due by 11/08/14

Amount you are enclosing

\$



October 11, 2014 Account: Phone Number. Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance
Payments Received -Thank You!

Adjustments

Past Due Balance - Due Now

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 10/31/14

**Total Due** 

# **Charter News**

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to lear more.





Account: Phone Number: Service at

HAYWARD WI 54843

October 11, 2014

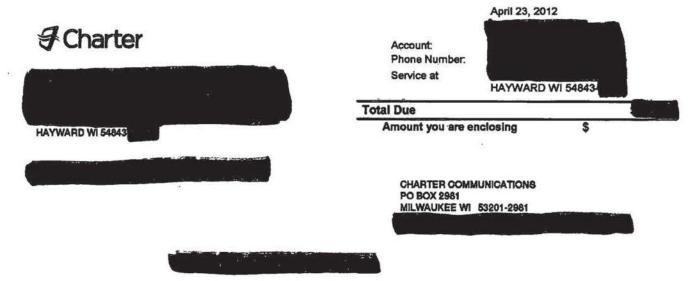
**Total Due** 

Amount you are enclosing

\$



details on following pages



August 3, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Partial Month Charges

Taxes, Fees and Charges

Current Charges

Total Due by 08/23/14

# **Charter News**

Residential Terms and Conditions of Service — Charter's Residential Terms and Conditions of Service have changed. The modifications shall be effective October 1, 2014, The restructured Residential Terms and Conditions of Service may be viewed at charter com/termsofservice.

Important Changes to your Online Account are Coming - Coming soon! Experience all the enhancements of the all-new charter not site where you can watch live TV, enjoy instant access to shows On Demand, manage your account and services online and so much more. We plan to slowly introduce our new site to our customers over the next few months. During this time you may see a message asking you to update your Charter ID user name and password in order to access this new site. This will help us enhance your account security. Additional account change notices will not be sent when you update your Charter ID. If you have questions about any changes that are made, please contact Charter at 1-888-GET CHARTER.

Annual Notices - To obtain the current channel lineup evallable in your area, please go to charter com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter com/ratecard, click on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-888-438-2427, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations.





Account:
Phone Number:
Service at
HAYWARD WI 54843

August 3, 2014

and the best of the best of the fitting the best of the best of the best of the best of the second

Total Due by 08/23/14

Amount you are enclosing

\$

September 19, 2014 Auto Pay Notice Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter net/tips.



September 19, 2014

Account: Phone Number:

Service at HAYWARD WI 548434

Total Due by Auto Pay

November 4, 2014 Account: Phone Number: Security Code: Service At



# Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Taxes, Fees and Charges

Current Charges

Total Due by 11/24/14

## **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- mun2 will launch on Digi Tier 1 channel 210
- El Rey will launch on Digi Tier 1 channel 264 and 760 in HD
- Mexico 22 HD will launch on Latino View channel 767
- Multimedios TV HD will launch on Latino View channel 768
- ATRES Series will replace La Familia Cosmovision on Latino View channel 208
- ATRES Series HD will launch on Latino View channel 776.
- FOX Sports 2 on channel 305 and 673 in HD will move from Digital View / Digi Tier 1, & Sports View / Digi Tier 2 to Expanded Service / Charter Select
- FX Movie Channel on channel 82 and 719 in HD will move from Digital View Plus / Digi Tier 1 to Expanded Service / Charter Select

Adult Pay-Per-View - Effective on or after December 9, 2014, Adult Pay-Per-View programming on channel(s) 891 - 895, will be removed from Charter's lineup. Adult On Demand content will still be available. To access Adult On Demand, press the On Demand button on your remote or go to channel 1.





November 4, 2014

Account: Phone Number:

Service at MINONG WI 54859

Total Due by 11/24/14

Amount you are enclosing

\$

August 8, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received

Past Due Balance - Due Now

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 08/28/14

Total Due

#### **Charter News**

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Residential Terms and Conditions of Service — Charter's Residential Terms and Conditions of Service have changed. The modifications shall be effective October 1, 2014. The restructured Residential Terms and Conditions of Service may be viewed at charter com/termsofservice.

Important Changes to your Online Account are Coming - Coming soon! Experience all the enhancements of the all-new charter not site where you can watch live TV, enjoy instant access to shows On Demand, manage your account and services online and so much more. We plan to slowly introduce our new site to our customers over the next few months. During this time you may see a message asking you to update your Charter ID user name and password in order to access this new site. This will help us enhance your account security. Additional account change notices will not be sent when you update your Charter ID. If you have questions about any changes that are made, please contact Charter at 1-888-GET CHARTER.

Annual Notices - To obtain the current channel lineup available in your area, please go to charter corn/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter.com/ratecard, click on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-888-438-2427, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations.





MINONG WI 54859-8000

August 8, 2014

Account: Phone Number: Service at MINONG WI 54859

A specie secretarional deservation of a college control of the con

**Total Due** 

Amount you are enclosing

2



September 20, 2014 Account: Phone Number: Security Code: Service At



## **Contact Us**

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

**Previous Balance** 

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/10/14

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

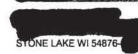
Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Important Account Update - Thank you for being a Charter customer.

This is just a reminder as you review this month's statement that the discounted rate for the first part of your promotion period has ended, but Charter is pleased to provide you with a new discount off standard pricing for an additional 12 months. Your new monthly rate will be \$115.95 for Charter TV, \$44.99 for Charter Internet and \$19.99 for Charter Phone, plus applicable taxes and fees.

Again, thank you for your business. It is our pleasure to serve you.

Charter



September 20, 2014

Account: Phone Number:

Service at

STONE LAKE WI 54876

Total Due by 10/10/14

Amount you are enclosing

\$

October 8, 2014
Auto Pay Notice
Account:
Phone Number.
Security Code:
Service At



## Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

Current Charges

# **Charter News**

Welcome to a bigger, faster, more powerful world! Your services have been upgraded to the new Charter Spectrum™ at no cost to you. Watch over 200 available HD channels in mind-blowing clarity and double the Internet speeds starting at 60 Mbps. Just sit back, relax and enjoy. To learn more, visit charter.com/spectrum . Welcome to Charter Spectrum.

Tip of the Month - Primetime On Demand - Watch Primetime on your time with Charter On Demand. Access new Primetime shows the day after they air, catch up on past episodes or watch new ones. IT'S EASY TO USE! Press the On Demand button on your remote, go to channel 1 or visit charter.net/ondemand to learn more.

Spectrum

Charter

STONE LAKE WI 54876-

Account: Phone Number: Service at

STONE LAKE WI 54876

October 8, 2014

**Total Due by Auto Pay** 

# 551299503001063



Security Code: 4635 Statement of Service May 20, 2011









Account Phone Number For Service at



STONE LAKE WI 54876

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)



Summary	
Previous Balance	
Payments Received	2
Adjustments	
Remaining Balance	
Charter TV Services	
Charter Phone Services	
Taxes and Fees	
Current Charges	
Total Due by 06/13/11	

# **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

Change of billing address

Check here and make changes on the back.

May 20, 2011 Account Phone Number For Service at STONE LAKE WI 54876

Total Due by 06/13/11





September 18, 2014 Account: Phone Number: Security Code: Service At



## Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary.

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/08/14

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-844-206-0981 to upgrade today.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.



SPOONER WI 54801-

September 18, 2014

Account: Phone Number:

Service at

SPOONER WI 54801-

Total Due by 10/08/14

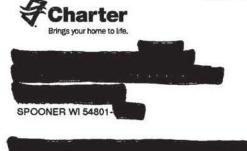
Amount you are enclosing

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CHARTER COMMUNICATIONS PO BOX 2981

MILWAUKEE WI 53201-2981

# 551299505003035



Security Code: 1140 Statement of Service August 25, 2009







Account
Phone Number
For Service at

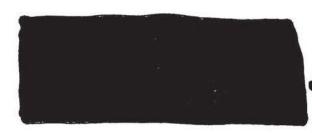
BRENT GRIFFETH 300111606401-3140002 (715) 939-1066

W5892 Spooner Lake Rd Spooner WI 54801-7237

Contact Us

For Billing or Service Inquiries visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427) 2304 S Main St, Rice Lake M & F 8a-5p, T 9a-5p, W & Th 8a-6p





# Summary (

	-
Previous Balance	
Payments Received	
Balance Forward	
Charter Cable Services	
Charter Internet Services	
Charter Telephone Services	
Adjustments, Taxes and Fees	
Credit Balance - No Payment Due	

# **Payment Options**

Pay Online - Create or Login to MyAccount to pay or view your bill online at charter.com/myaccount.

Pay by Mail - Detach this portion of your statement and send it with your check made payable to Charter in the enclosed envelope. Please do not include correspondences of any type with payments. For questions or concerns, please call 1-888-438-2427.

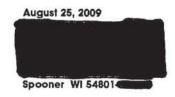
Change of billing address

Check here and make changes on the back.





Account Phone Number For Service at



Credit Balance - No Payment Due

Amount you are enclosing:



September 27, 2014
Auto Pay Notice
Account:
Phone Number:
Security Code:



# Service At Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/21/14

Total Due by Auto Pay

# **Charter News**

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.





SHELL LAKE WI 54871

Account:
Phone Number:
Service at
SHELL LAKE WI 54871-

September 27, 2014

Total Due by Auto Pay

October 1, 2014 Account: Phone Number: Security Code: Service At



## Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Spectrum TV™

Charter Spectrum Internet™

Charter Spectrum Voice™

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/21/14

## Charter News

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section.

Welcome to a bigger, faster, more powerful world! -Your services have been upgraded to the new Charter Spectrum™ Triple Play at no cost to you. Watch over 200 available HD channels in mind-blowing clarity, surf with double the Internet speeds starting at 60 Mbps and call with advanced, reliable Voice service. Just sit back, relax and enjoy. To learn more, visit

charter com/spectrum . Welcome to Charter Spectrum.

DVR - Fast forward to more DVR with 4 DVRs and over 780 hours of storage at \$19.99 per month (excludes equipment). Record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room, so everyone in your home can watch what they want, when they want. Call 1-866-608-4185 to upgrade today.





WEYAUWEGA WI 54983

Account: Phone Number: Service at

WEYAUWEGA WI 54983

October 1, 2014

Total Due by 10/21/14

Amount you are enclosing

September 17, 2014 Account: Phone Number: Security Code: Service At



#### Contact Us

visit us at charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Other Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/07/14

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and Charter Internet and are detailed on the following page.

Taxes, Fees and Charges for Charter Phone are detailed in the Billing Information section

TV on the Go - Enjoy TV that's as mobile as you are. Take your favorite networks with you anywhere you go. Catch shows, movies and sporting events away from home with Charter TV® and over 40 networks. Easy to watch on your tablet, smartphone or other mobile devices. Keep everyone entertained when waiting at the airport, in the car or during shopping trips. Take a look at what's available now, plus more networks are being added all the time! Visit charter net/onthego to learn more.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.





September 17, 2014

Account: Phone Number: Service at

WEYAUWEGA WI 54983

Total Due by 10/07/14

Amount you are enclosing

S



# **€** Charter

June 7, 2013 Account: Phone Number: Security Code: Service At



## Contact Us

visit us at www.charter.com or call 1-888-GET-CHARTER (1-888-438-2427)

# Summary

Previous Balance

Payments Received -Thank You!

Adjustments

Remaining Balance

Charter TV®

■ Charter Internet®

Charter Phone®

Other Charges

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 07/01/13

# **Charter News**

Note - Taxes, Fees and Charges listed in the Summary only apply to Charter TV and are detailed on the following page.

Taxes, Fees and Charges for Charter Internet and Charter Phone are detailed in the Billing Information section.

Call Before You Dig - It's the law: All excavators, homeowners and construction contractors must contact Diggers Hotline at least 3 working days before any work is done that disturbs the soil. Call 811 for your safety. Call before you dig. Charter lines carry both video and voice traffic. Damaging the lines can interrupt 911 life and emergency calls. 1-800-242-8511 or online at: http://www.diggershotline.com





Account:
Phone Number:
Service at
WAUTOMA WI 54982-

Total Due by 07/01/13

Amount you are enclosing

•



October 9, 2014 Account: Phone Number: Security Code: Service At



## Contact Us

visit us at charter.com/spectrum or call 1-888-GET-CHARTER (1-888-438-2427)

# Previous Belance Payments Received -Thank You Remaining Balance Charter Spectrum Internet<sup>TM</sup> Taxes, Fees and Charges Current Charges Total Due by: 10/29/14

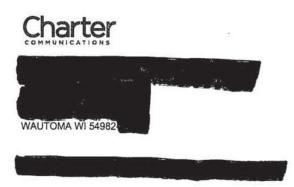
# **Charter News**

Welcome to a bigger, faster, more powerful world!

-We've transformed your Internet into a high-powered information cannon and doubled your Internet speeds to 60 Mbps, 20x faster than DSL. There is no action required by you to enjoy these new speeds. Just sit back, surf and blast your way through the Web. Plus, add Charter Spectrum TV to your existing service and watch over 200 HD channels, the most HD you can get. Upgrade to Charter Spectrum TV at charterspectrum. ™

\$39.99 Spectrum TV - Experience the best in TV entertainment with Charter Spectrum TV™. Enjoy crystal clear HD that won't go out in bad weather like satellite. With Charter TV, you'll get over 200 FREE HD channels available, instant access to thousands of movies and shows On Demand and advanced sound and picture that's up to 6x sharper resolution than standard TV. Call 1-866-517-6136 to add Charter Spectrum TV for \$39.99 per month for 12 months (excludes equipment).

Spectrum



October 9, 2014

WAUTOMA WI 54982-

Total Due by 10/29/14

Account: Phone Number: Service at

Amount you are enclosing

\$

CHARTER COMMUNICATIONS

CINCINNATI OH 45274-2617

PO BOX 742617

# October 21, 2014 Auto Pay Notice Account: Phone Number: Service At Contact Us

Contact Us visit us at connect.charter.net or call 1-877-273-7626

# Previous Balance Payments Received -Thank You! Remaining Balance Charter Internet® Current Charges YOUR AUTO PAY WILL BE PROCESSED 11/1/1/14 Total Due by Auto Pay

GILLETTE WY 827

# \$29.99 Triple Play - Enjoy all the great services Charter has to offer. Upgrade to the Charter Triple Play and get TV, Internet and Phone at an incredible value. Over 100 FREE HD channels available, super-fast Internet speeds up to 30 Mbps and unlimited nationwide calling from \$29.99 per month each for 12 months when bundled (excludes equipment). To upgrade call 1-866-974-5122.



Account:
Phone Number:
Service at
GILLETTE WY 82718

Total Due by Auto Pay

September 21, 2014 Account: Phone Number:

Service At



#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received

Past Due Balance - Due Now

Charter Bundle

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

Current Charges Due By 10/11/14

**Total Due** 

# **Charter News**

GREAT NEWS! Charter is going 100% digital in your area - Charter customers, we are upgrading our TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about September 23, 2014 all channels will be delivered digitally and your television will require a digital set-top box to receive these channels. Call 866-952-3172 or visit www.charter.com/digitalnow to learn more about where to pick up your equipment.

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.

September 21, 2014

GILLETTE WY 82718





Account: Phone Number: Service at

**Total Due** 

Amount you are enclosing

•

# Lharter

October 1, 2014 Account: Phone Number:

Service At



#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Bundle

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/21/14

# **Charter News**

Annual Notices - Pursuant to FCC customer notification requirements, please see the enclosed Annual Notice, which provides important standard terms and conditions for Charter TV service. To obtain the current channel lineup available in your area, please go to charter.com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter.com/ratecard, dick on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-877-273-7626, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations .

Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter.net/tips to learn more.





October 1, 2014

Account: Phone Number: Service at

GILLETTE WY 82718-

Total Due by 10/21/14

Amount you are enclosing

CHARTER COMMUNICATIONS PO BOX 742617



October 6, 2014 Account: Phone Number:

Service At



## **Contact Us**

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/26/14

# **Charter News**

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October 6, 2014

Account: Phone Number: Service at

GILLETTE WY 82716

Total Due by 10/26/14

Amount you are enclosing

•

October 28, 2014 Account: Phone Number:

Service At

GILLETTE WY 82716

# Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Internet®

**Current Charges** 

Total Due by 11/17/14

# **Charter News**

\$29.99 Triple Play - Enjoy all the great services Charter has to offer. Upgrade to the Charter Triple Play and get TV, Internet and Phone at an incredible value. Over 100 FREE HD channels available, super-fast Internet speeds up to 30 Mbps and unlimited nationwide calling from \$29.99 per month each for 12 months when bundled (excludes equipment). To upgrade call 1-866-974-5122.



8413 EXCELSIOR DR 120 MADISON WI 53717-1970 8634 0160 N1 RP 28 10292014 NNYNNYNN 01 015168 0043

GILLETTE WY 82716

October 28, 2014 Account: Phone Number: Service at GILLETTE WY 82716

Total Due by 11/17/14

Amount you are enclosing

August 28, 2014
Auto Pay Notice
Account:
Phone Number:

Service At



#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Internet®

Charter Phone®

Current Charges
YOUR AUTO PAY WILL BE PROCESSED 09/18/14

Total Due by Auto Pay

# **Charter News**

Residential Terms and Conditions of Service — Charter's Residential Terms and Conditions of Service have changed. The modifications shall be effective October 1, 2014. The restructured Residential Terms and Conditions of Service may be viewed at charter.com/termsofservice.

Important Changes to your Online Account are Coming - Coming soon! Experience all the enhancements of the all-new charter net site where you can watch live TV, enjoy instant access to shows On Demand, manage your account and services online and so much more. We plan to slowly introduce our new site to our customers over the next few months During this time you may see a message asking you to update your Charter ID user name and password in order to access this new site. This will help us enhance your account secunty Additional account change notices will not be sent when you update your Charter ID. If you have questions about any changes that are made, please contact Charter at 1-877-273-7626.

Tip of the Month: Online Phone Manager - Manage your home phone from anywhere with Charter Phone® Online Manager. Listen to your messages on your computer, smartphone or tablet, wherever you are. You can even see your call history and manage your address book. Visit connect.charter.net to learn more.

Charter

SINCLAIR WY 82334

August 28, 2014

Account: Phone Number:

Service at

SINCLAIR WY 82334

Total Due by Auto Pay

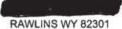
October 13, 2014

Auto Pay Notice

Account:

Phone Number:

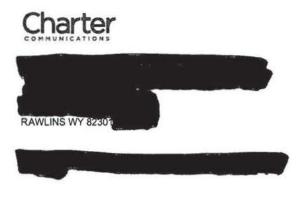
Service At



Contact Us visit us at connect.charter.net or call 1-877-273-7626

# Previous Balance Payments Received -Thank Youl Remaining Balance Charter TV® Charter Internet® Taxes, Fees and Charges Current Charges YOUR AUTO PAY WILL BE PROCESSED 11/03/14 Total Due by Auto Pay

# Charter News Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter.net/tips to learn more.



Account:
Phone Number:
Service at

RAWLINS WY 82301

**Total Due by Auto Pay** 

September 22, 2014 Auto Pay Notice Account: Phone Number:

Service At



Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Bundle

Charter TV®

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/12/14

Total Due by Auto Pay

## **Charter News**

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter net/tips.



RAWLINS WY 82301

Account:
Phone Number:
Service at

RAWLINS WY 82301

Total Due by Auto Pay

October 11, 2014

Auto Pay Notice

Account:

Phone Number:

Service At

LANDER WY 82520

# Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Partial Month Charges

Taxes, Fees and Charges

Current Charges

YOUR AUTO PAY WILL BE PROCESSED 11/01/14

Total Due by Auto Pay

# Charter News

Annual Notices - Pursuant to FCC customer notification requirements, please see the enclosed Annual Notice, which provides important standard terms and conditions for Charter TV service. To obtain the current channel lineup available in your area, please go to charter com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter com/ratecard, click on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-877-273-7626, or visit your local Charter Store. To find the nearest Charter Store location, go to charter com/locations.

Tip of the Month - HD Signal . Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter net/tips to learn more.





October 11, 2014

Account: Phone Number: Service at

LANDER WY 82520

Total Due by Auto Pay



October 25, 2014 Account: Phone Number:

Service At

LANDER WY 82520

#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 11/14/14

## **Charter News**

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Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter net/tips to learn more.





October 25, 2014

Account: Phone Number:

Service at



Total Due by 11/14/14

Amount you are enclosing

\$

October 4, 2014 Account: Phone Number:

Service At



#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Bundle

Charter TV®

Charter Internet®

Charter Phone®

Taxes, Fees and Charges

**Current Charges** 

Total Due by 10/24/14

# **Charter News**

GREAT NEWS! Charter is going 100% digital in your area - Charter customers, we are upgrading our TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about October 7, 2014 all channels will be delivered digitally and your television will require a digital set-top box to receive these channels. Call 866-952-3172 or visit www.charter.com/digitalnow to learn more about where to pick up your equipment.

Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter.net/tips to learn more.



LANDER WY 82520

October 4, 2014

Account: Phone Number: Service at

LANDER WY 82520

Total Due by 10/24/14

Amount you are enclosing

\$



October 2, 2014

Auto Pay Notice

Account:

Phone Number:

Service At

RIVERTON WY 825014

#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/22/14

Total Due by Auto Pay

# **Charter News**

GREAT NEWS! Charter is going 100% digital in your area - Charter customers, we are upgrading our TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about October 7, 2014 all channels will be delivered digitally and your television will require a digital set-top box to receive these channels. Call 866-952-3172 or visit www.charter.com/digitalnow to learn more about where to pick up your equipment.

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October 2, 2014

Account: Phone Number: Service at

RIVERTON WY 82501

Total Due by Auto Pay

October 15, 2014 Account: Phone Number:

Service At



#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 11/04/14

# **Charter News**

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Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen- in stunning HD. See the difference on over 100 channels available in HD. Visit charter.net/tips to learn more.





October 15, 2014

Account: Phone Number: Service at

RIVERTON WY 82501

Total Due by 11/04/14

Amount you are enclosing

\$

October 25, 2014 Account: Phone Number:

Service At



## Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Internet®

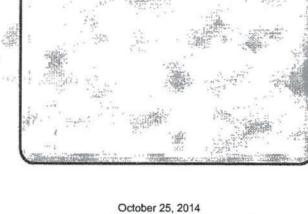
**Current Charges** 

Total Due by 11/14/14

# Charter News

\$29.99 Triple Play - Enjoy all the great services Charter has to offer. Upgrade to the Charter Triple Play and get TV, Internet and Rhone at an incredible value. Over 100 FREE HD channels available, super-fast Internet speeds up to 30 Mbps and unlimited nationwide calling from \$29.99 per month each for 12 months when bundled (excludes equipment). To upgrade call 1-866-974-5122.









Account:
Phone Number:

Service at RIVERTON WY 82501

Total Due by 11/14/14

Amount you are enclosing

Þ

October 26, 2014 Account: Phone Number:

Service At

**RIVERTON WY 82501** 

## Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

One-Time Charges

Partial Month Charges

Taxes, Fees and Charges

**Current Charges** 

Total Due by 11/15/14

# **Charter News**

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Tip of the Month - HD Signal - Just because you have an HD TV doesn't mean the picture quality is automatically better. With an HD cable box and signal from Charter, plus your HD TV, you'll enjoy your favorite shows the way they were meant to be seen in stunning HD. See the difference on over 100 channels available in HD. Visit charter.net/tips to learn more.



RIVERTON WY 82501

October 26, 2014

Account: Phone Number: Service at

RIVERTON WY 82501

Total Due by 11/15/14

Amount you are enclosing

\$



October 28, 2014 Account: Phone Number:

Service At



# Contact Us visit us at connect.charter.net or call 1-877-273-7626

# Previous Balance Payments Received - Thank You! Past Due Balance - Due Now Charter TV® Charter Internet® One-Time Charges Partial Month Charges Taxes, Fees and Charges Current Charges Due By 11/17/14 Total Due

# Charter News

Annual Notices - Pursuant to FCC customer notification requirements, please see the enclosed Annual Notice, which provides important standard terms and conditions for Charter TV service. To obtain the current channel lineup available in your area, please go to charter.com/channellineup and enter your address. To obtain a current rate card for TV services, please go to charter.com/ratecard , click on your state, and choose your local area. To obtain a paper copy of your channel lineup or rate card, please contact us at 1-877-273-7626, or visit your local Charter Store. To find the nearest Charter Store location, go to charter.com/locations.

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October 28, 2014

Account: Phone Number: Service at RIVERTON WY 82501

**Total Due** 

Amount you are enclosing

\$



October 13, 2014 Account: Phone Number:

Service At



## Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance Payments Received

Remaining Balance

Charter Internet®

Charter Phone®

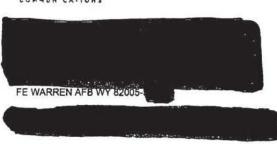
**Current Charges** 

Total Due by 11/02/14

# **Charter News**

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October 13, 2014

Account: Phone Number: Service at

FE WARREN AFB WY 82005-

Total Due by 11/02/14

Amount you are enclosing

\$

September 28, 2014 Auto Pay Notice Account:

Phone Number:



Service At

Contact Us visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Charter Phone®

One-Time Charges

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 10/18/14

Total Due by Auto Pay

# **Charter News**

Tip of the Month: Parental Controls - Protect your family with just four digits. Children don't always know what they should and shouldn't watch. But parents do. With a 4-digit PIN, you can lock specific titles, channels, and show ratings, plus hide program titles and block pay-programming purchases. Learn more at charter.net/tips.





September 28, 2014

Account: Phone Number: Service at

CHEYENNE WY 82009-

Total Due by Auto Pay



October 25, 2014 Account: Phone Number:

Service At

CHEYENNE WY 8200

#### Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter Bundle

Charter TV®

Charter Internet®

Taxes, Fees and Charges

Current Charges

Total Due by 11/14/14

# **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

- El Rey will launch on Digi Tier 1 channel 253 and 686 in HD
- Mexico 22 HD will launch on Latino View channel 680.
- Multimedios TV HD will launch on Latino View channel 703
- ATRES Series will replace La Familia Cosmovision on Latino View channel 212
- ATRES Series HD will launch on Latino View channel 681 FOX Sports 2 on channel 156 and 653 in HD will move from Digi Tier 2 / Optimum Gold & Sports Pak to Charter Select / Optimum Value
- FX Movie Channel on channel 93 and 593 in HD will move from Digi Tier 1 / Optimum Preferred to Charter Select / Optimum Value

GREAT NEWS! Charter is going 100% digital in your area - Charter customers, we are upgrading our TV service to 100% digital to bring you better picture quality, more channels and great entertainment options. Starting on or about November 4, 2014 all channels will be delivered digitally and your television will require a digital set-top box to receive these channels. Call 866-952-3172 or visit www.charter.com/digitalnow to learn more about where to pick up your equipment.





October 25, 2014

Account: Phone Number:

Service at

CHEYENNE WY 8200

Total Due by 11/14/14

Amount you are enclosing

October 27, 2014

Auto Pay Notice

Account:

Phone Number:

Service At

CHEYENNE WY 82001

## Contact Us

visit us at connect.charter.net or call 1-877-273-7626

# Summary

Previous Balance

Payments Received -Thank You!

Remaining Balance

Charter TV®

Charter Internet®

Taxes, Fees and Charges

**Current Charges** 

YOUR AUTO PAY WILL BE PROCESSED 11/17/14

Total Due by Auto Pay

# **Charter News**

Important Information about your Channel Lineup -Effective on or after December 16, 2014, the following changes will be made to your channel lineup:

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- ATRES Series will replace La Familia Cosmovision on Latino View channel 212
- ATRES Series HD will launch on Latino View channel 681 - FOX Sports 2 on channel 156 and 653 in HD will move from Digi Tier 2 / Optimum Gold & Sports Pak to Charter Select / Optimum Value
- FX Movie Channel on channel 93 and 593 in HD will move from Digi Tier 1 / Optimum Preferred to Charter Select / Optimum Value

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October 27, 2014

Account: Phone Number: Service at

CHEYENNE WY 82001

Total Due by Auto Pay